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Basler Apothekenbeobachtungsstudie- 7

**The frequency of the four clients' demands concerning
analgesics and the state of compliance support in
community pharmacies**

Master Thesis

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1 Abstract

Background

In 1995 the “Basler Apothekenbeobachtungsstudie BABS” was brought into light and was repeated in 1997, 1999, 2002, 2005 and 2007. The aim was the same over all these years, namely to quantify the four demands prescriptions, requests, counselling and varia in community pharmacies in the region of Basel. The focus laid on analgesics and especially on the sales evolutions of the different active analgesics ingredients.

Objectives

The main objectives were to conclude a 15 years observational period with the realization of the “Basler Apothekenstudie BABS- 7 2010” and to compare the results of BABS- 7 with the former BABS- studies. The second objective was to assess how pharmacists integrate compliance in their patients’ counselling.

Methods

A protocol was created with the software Cardiff Teleform Version 10.x to record the observations and a semi- structured interview was developed to question the pharmacists about compliance.

Results

A total of 20 community pharmacies were recruited in Basel- Stadt and Basel- Land and visited during one day’s opening hours. A total of 1866 clients were observed and 33 pharmacists were interviewed. The repartition of the sold products was 1750 on prescription, 843 on request, 186 on counselling and 1143 on varia. 13.1% of the sold products were analgesics. The most delivered active analgesics ingredients were Paracetamol (30.3%), Ibuprofen (20.5%) and Diclofenac (16.3%); on the fifth place was Acetylsalicylic acid (8.0%).

The interviews showed that 97.0% of the pharmacists asked their clients actively about their compliance. The pharmacists gave proportionally to their number (39 pharmacists versus 93 team members) more advice on application, on dosage and on effect than the rest of the teams did and had proportionally less direct sales. They also gave proportionally more specific compliance supports to the clients.

Conclusion

The analgesics group revision which came into effect in 2004 and the insights of the safety studies about the different anti- inflammatory drugs led to measurable changes of the delivered active analgesics ingredients.

The evaluation of the pharmacists’ compliance integration in their patients’ counselling showed that they took their task serious. This was to value positively since the pharmacists as medical persons had certain responsibilities in supporting their clients’ compliance to a medication regimen.